

REC'D TN
REGULATORY AUTH.

 **BELLSOUTH**

BellSouth Telecommunications, Inc.
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March 24, 1998

Guy M. Hicks
General Counsel

OFFICE OF THE
EXECUTIVE SECRETARY

VIA HAND DELIVERY

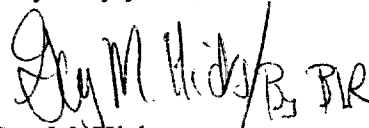
David Waddell, Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37238

Re: *BellSouth Telecommunications, Inc.'s Entry Into Long Distance
(InterLATA) Service in Tennessee Pursuant to Section 271 of the
Telecommunications Act of 1996*
Docket No. 97-00309

Dear Mr. Waddell:

Enclosed are the original and thirteen copies of BellSouth Telecommunications, Inc.'s supplemental responses to the Consumer Advocate Division's First Data Requests. A copy has been provided to counsel of record.

Very truly yours,


Guy M. Hicks

GMH:ch

Enclosure

BellSouth Telecommunications, Inc.
TRA Docket 97-00309
CAD's First Data Requests
Item No. 4
Supplemental Response
Page 1 of 3

- REQUEST:
- (a) (i) For each month of 1997 and year to date through the most recent completed month, what is percent of BellSouth's residential orders that electronically flow through BellSouth's ordering systems and databases? (See FCC order paragraph 24.)
 - (ii) Identify all supporting documentation that has been included in the filing with the TRA that supports the information provided in response to 4(a)(i).
 - (iii) Provide all other studies, analysis, reports, memoranda, etc. that support BellSouth's position concerning the information provided in response to 4(a)(i).
 - (b) (i) For each month of 1997 and year to date through the most recent completed month, what is the percent of BellSouth business orders that electronically flow through BellSouth's ordering system and databases? (See FCC order paragraph 24.)
 - A. Identify the percentage for Plain Old Telephone Service (POTS) orders, and
 - B. Other business service orders.
 - (ii) Identify all supporting documentation that has been included in the filing with the TRA that supports the responses to Item 4(b)(i) A & B.
 - (iii) Provide all other studies, analysis, reports, memoranda, etc. that support BellSouth's responses to Item 4(b)(i) A & B.

REQUEST (cont'd):

- (c) (i) For each month of 1997 and the year to date through the most recent completed month, what is the percent of completing carriers resale orders submitted flowed through BellSouth's ordering system and databases? (See FCC order paragraph 24.)
 - A. Identify the percentage for residential orders,
 - B. Identify the percentage for Plain Old Telephone Service (POTS) orders, and
 - C. Identify the percentage for other business service orders.
- (ii) Identify all supporting documentation that has been included in the filing with the TRA that support BellSouth's responses to Item 4(c)(i) A, B, & C.
- (iii) Provide all other studies, analysis, reports, memoranda, etc. that support BellSouth's responses to Item 4 (c)(i) A, B, & C.

- RESPONSE:
- (a) (i): See BellSouth's response to the CAD's Second Discovery Request No. 1.
 - (a) (ii): See BellSouth's response to the CAD's Second Discovery Request No. 1.
 - (a) (iii): See BellSouth's response to the CAD's Second Discovery Request No. 1.
 - (b) (i): See BellSouth's response to the CAD's Second Discovery Request No. 1.
 - (b) (ii): See BellSouth's response to the CAD's Second Discovery Request No. 1.

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(b) (iii): See BellSouth's response to the CAD's Second Discovery Request No. 1.

(c) (i): See Exhibit 4A (Attached) which contains percent flow through data for competing carriers. Exhibit JWM-1 includes information for July through December 1997* and January 1998. BellSouth flow through reports are for combined Residence and Business customers and these reports do not distinguish residential or POTS orders from other orders. No data was available prior to July 1997. October 1997 data is unavailable.

(c) (ii): Please refer to the affidavit of William N. Stacy (pages 11-19) with the TRA in this docket and the testimony of Jerry Moore (pages 7-20), which describes in detail BellSouth's efforts to provide the performance measurements required to provide the CLECs and the TRA with the information necessary to demonstrate parity.

(c) (iii): Attached are routine flow through reports (Exhibit 4A) and an analysis of flow through errors (Exhibits JWM-2a, 2b, 2c).

LCSC CENTER ELECTRONIC INTERFACE ACTIVITY REPORT
 Month to Date Reporting Period 01/01/98 to 01/30/98

| Company | METHOD OF RECEIPT | | | | PROCESSING | | | | | | | | | | TOTAL | | | | ELEC | | | | BST | | | | % Initial | | % Data | | Raw | | Adjusted | |
|---------|-------------------|------|------|------------|-------------------------|--------------------------|--------------|--------------|--------------|------|-------|-------|-------|-------|--------|-------|-------|--------|--------|------|------|------|------|------|------|------|-----------|------|--------|------|------|------|----------|------|
| | FAX or MAIL | BDI | LENS | Total USRI | Manual Processed Orders | Manual Processed Entries | Total Manual | Total Manual | Total Manual | LEO | LESCG | LESCG | LESCG | LESCG | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER | SOER |
| A | 80 | 3402 | 0 | 3482 | 80 | 1362 | 1442 | 3402 | 3402 | 1362 | 3286 | 2040 | 1246 | 1031 | 215 | 40.0% | 31.4% | 62.1% | 90.3% | | | | | | | | | | | | | | | |
| B | 561 | 413 | 4 | 978 | 561 | 174 | 735 | 417 | 174 | 392 | 243 | 149 | 134 | 25 | 41.7% | 31.6% | 62.0% | 88.0% | | | | | | | | | | | | | | | | |
| C | 194 | 252 | 0 | 446 | 194 | 176 | 370 | 252 | 176 | 207 | 76 | 131 | 108 | 23 | 69.8% | 52.2% | 36.7% | 73.0% | | | | | | | | | | | | | | | | |
| D | 3 | 70 | 0 | 73 | 3 | 56 | 59 | 70 | 56 | 66 | 14 | 32 | 44 | 8 | 80.0% | 66.7% | 21.2% | 82.9% | | | | | | | | | | | | | | | | |
| E | 135 | 64 | 0 | 199 | 135 | 51 | 186 | 64 | 51 | 52 | 13 | 39 | 34 | 5 | 79.7% | 65.4% | 25.0% | 73.4% | | | | | | | | | | | | | | | | |
| F | 0 | 4 | 0 | 4 | 0 | 4 | 4 | 4 | 4 | 4 | 1 | 0 | 1 | 0 | 100.0% | 0.0% | 0.0% | 0.0% | | | | | | | | | | | | | | | | |
| G | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0.0% | 0.0% | 100.0% | 100.0% | | | | | | | | | | | | | | | |
| H | 28 | 1 | 49 | 78 | 28 | 24 | 52 | 50 | 24 | 41 | 26 | 15 | 12 | 3 | 48.0% | 29.3% | 63.4% | 76.0% | | | | | | | | | | | | | | | | |
| I | 1 | 1 | 0 | 2 | 1 | 1 | 2 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 100.0% | 0.0% | 0.0% | 0.0% | | | | | | | | | | | | | | | | |
| J | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 100.0% | 0.0% | 0.0% | 0.0% | | | | | | | | | | | | | | | | |
| K | 552 | 0 | 5269 | 12821 | 552 | 1617 | 9169 | 5269 | 1617 | 5191 | 3652 | 1539 | 1200 | 339 | 30.7% | 23.1% | 70.4% | 92.1% | | | | | | | | | | | | | | | | |
| L | 326 | 0 | 659 | 985 | 326 | 17 | 343 | 659 | 17 | 655 | 642 | 13 | 11 | 2 | 2.6% | 1.7% | 98.0% | 99.1% | | | | | | | | | | | | | | | | |
| M | 768 | 0 | 538 | 2306 | 768 | 390 | 2158 | 538 | 390 | 532 | 148 | 384 | 315 | 69 | 72.5% | 59.2% | 27.8% | 86.1% | | | | | | | | | | | | | | | | |
| N | 170 | 0 | 389 | 559 | 170 | 76 | 246 | 389 | 76 | 388 | 313 | 75 | 61 | 14 | 19.5% | 15.7% | 80.7% | 96.1% | | | | | | | | | | | | | | | | |
| O | 625 | 0 | 339 | 964 | 625 | 98 | 723 | 339 | 98 | 338 | 241 | 97 | 79 | 18 | 28.9% | 23.4% | 71.3% | 94.4% | | | | | | | | | | | | | | | | |
| P | 520 | 0 | 332 | 852 | 520 | 15 | 535 | 332 | 15 | 330 | 317 | 13 | 10 | 3 | 4.5% | 3.0% | 96.1% | 98.5% | | | | | | | | | | | | | | | | |
| Q | 975 | 0 | 233 | 1208 | 975 | 95 | 1070 | 233 | 95 | 220 | 138 | 82 | 67 | 15 | 40.8% | 30.5% | 62.7% | 88.0% | | | | | | | | | | | | | | | | |
| R | 116 | 0 | 206 | 322 | 116 | 108 | 224 | 206 | 108 | 203 | 98 | 105 | 86 | 19 | 52.4% | 42.4% | 48.3% | 89.3% | | | | | | | | | | | | | | | | |
| S | 532 | 0 | 180 | 712 | 532 | 114 | 646 | 180 | 114 | 178 | 66 | 112 | 91 | 21 | 63.3% | 51.1% | 37.1% | 87.2% | | | | | | | | | | | | | | | | |
| T | 580 | 0 | 148 | 698 | 580 | 76 | 626 | 148 | 76 | 148 | 72 | 76 | 63 | 13 | 51.4% | 42.6% | 48.6% | 91.2% | | | | | | | | | | | | | | | | |
| U | 581 | 0 | 128 | 1709 | 581 | 121 | 1702 | 128 | 121 | 125 | 7 | 118 | 98 | 20 | 94.5% | 78.4% | 5.6% | 82.0% | | | | | | | | | | | | | | | | |
| V | 157 | 0 | 127 | 284 | 157 | 98 | 255 | 127 | 98 | 120 | 29 | 91 | 76 | 15 | 17.2% | 63.3% | 24.2% | 82.7% | | | | | | | | | | | | | | | | |
| W | 11 | 0 | 101 | 112 | 11 | 83 | 94 | 101 | 83 | 97 | 18 | 79 | 66 | 13 | 82.2% | 68.0% | 18.6% | 83.2% | | | | | | | | | | | | | | | | |
| X | 102 | 0 | 87 | 189 | 102 | 84 | 186 | 87 | 84 | 87 | 3 | 84 | 70 | 14 | 96.6% | 80.5% | 3.4% | 83.9% | | | | | | | | | | | | | | | | |
| Y | 306 | 0 | 77 | 383 | 306 | 56 | 362 | 77 | 56 | 61 | 21 | 40 | 33 | 7 | 72.7% | 54.1% | 34.4% | 70.1% | | | | | | | | | | | | | | | | |
| Z | 2 | 0 | 73 | 75 | 2 | 13 | 15 | 73 | 13 | 73 | 60 | 13 | 10 | 3 | 17.8% | 13.7% | 82.2% | 95.9% | | | | | | | | | | | | | | | | |
| AA | 244 | 0 | 65 | 309 | 244 | 29 | 273 | 65 | 29 | 65 | 36 | 29 | 24 | 5 | 44.6% | 36.9% | 55.4% | 92.3% | | | | | | | | | | | | | | | | |
| BB | 65 | 0 | 63 | 128 | 65 | 33 | 98 | 63 | 33 | 63 | 30 | 33 | 21 | 6 | 52.4% | 42.9% | 47.6% | 90.5% | | | | | | | | | | | | | | | | |
| CC | 15 | 0 | 54 | 69 | 15 | 18 | 33 | 54 | 18 | 54 | 36 | 18 | 15 | 3 | 33.3% | 27.8% | 66.7% | 94.4% | | | | | | | | | | | | | | | | |
| DD | 14 | 0 | 54 | 68 | 14 | 30 | 44 | 54 | 30 | 54 | 24 | 30 | 25 | 3 | 55.6% | 46.3% | 44.4% | 90.7% | | | | | | | | | | | | | | | | |
| EE | 163 | 0 | 52 | 215 | 163 | 30 | 193 | 52 | 30 | 51 | 22 | 29 | 24 | 5 | 57.7% | 47.1% | 43.1% | 88.5% | | | | | | | | | | | | | | | | |
| FF | 8 | 0 | 29 | 37 | 8 | 27 | 35 | 29 | 27 | 29 | 2 | 27 | 22 | 5 | 93.1% | 75.9% | 6.9% | 82.8% | | | | | | | | | | | | | | | | |
| GG | 19 | 0 | 25 | 44 | 19 | 13 | 32 | 25 | 13 | 25 | 12 | 13 | 10 | 3 | 52.0% | 40.0% | 48.0% | 88.0% | | | | | | | | | | | | | | | | |
| HH | 11 | 0 | 17 | 28 | 11 | 15 | 26 | 17 | 15 | 17 | 2 | 15 | 12 | 3 | 88.2% | 70.6% | 11.8% | 82.4% | | | | | | | | | | | | | | | | |
| II | 915 | 0 | 15 | 4930 | 915 | 15 | 4930 | 15 | 15 | 15 | 0 | 15 | 12 | 3 | 100.0% | 80.0% | 0.0% | 80.0% | | | | | | | | | | | | | | | | |
| JJ | 32 | 0 | 15 | 47 | 32 | 9 | 41 | 15 | 9 | 9 | 6 | 3 | 2 | 1 | 60.0% | 22.2% | 66.7% | 83.3% | | | | | | | | | | | | | | | | |
| KK | 1 | 0 | 12 | 13 | 1 | 7 | 8 | 12 | 7 | 11 | 5 | 6 | 5 | 1 | 58.3% | 45.5% | 45.5% | 83.3% | | | | | | | | | | | | | | | | |
| LL | 940 | 0 | 11 | 951 | 940 | 11 | 951 | 11 | 11 | 11 | 0 | 2 | 1 | 1 | 100.0% | 50.0% | 0.0% | 91.4% | | | | | | | | | | | | | | | | |
| MM | 110 | 0 | 8 | 118 | 110 | 6 | 116 | 8 | 6 | 6 | 7 | 2 | 5 | 4 | 75.0% | 57.1% | 28.6% | 75.0% | | | | | | | | | | | | | | | | |

Jwm-1

LCSC CENTER ELECTRONIC INTERFACE ACTIVITY REPORT
Month to Date Reporting Period 01/01/98 to 01/30/98

| Company | METHOD OF RECEIPT | | | PROCESSING | | | | | | | | | | TOTAL | | CLEC | | BST | | % Initial (LEO) Rejects | % Data (LESOG) Rejects | Flowthrough | Adjusted Flowthrough |
|---------|-------------------|------|------|------------|-------------------------|-------------------------|--------------|------------|----------|------------|--------------|-------------|------------|------------|------------|------------|------------|-------------------------|------------------------|-------------------------|------------------------|-------------|----------------------|
| | FAX or MAIL | EDI | LENS | Total LSRs | Manual Processed Orders | Manual Processed Errors | Total Manual | Total Mech | LEO Flow | LESOG Elig | LESOG Filter | LESOG Error | SOER Error | SOER Error | SOER Error | SOER Error | SOER Error | % Initial (LEO) Rejects | % Data (LESOG) Rejects | | | | |
| NN | 781 | 0 | 7 | 788 | 781 | 3 | 784 | 7 | 3 | 3 | 5 | 4 | 1 | 0 | 1 | 1 | 1 | 42.9% | 0.0% | 80.0% | 57.1% | | |
| OO | 355 | 0 | 5 | 360 | 355 | 3 | 358 | 5 | 5 | 3 | 4 | 2 | 2 | 1 | 1 | 1 | 1 | 60.0% | 25.0% | 50.0% | 60.0% | | |
| PP | 0 | 0 | 5 | 5 | 0 | 5 | 5 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100.0% | 0.0% | 0.0% | 0.0% | | |
| QQ | 22 | 0 | 4 | 26 | 22 | 4 | 26 | 4 | 4 | 4 | 4 | 0 | 4 | 3 | 1 | 1 | 1 | 100.0% | 75.0% | 0.0% | 75.0% | | |
| RR | 16 | 0 | 4 | 20 | 16 | 3 | 19 | 4 | 4 | 3 | 2 | 1 | 1 | 0 | 1 | 1 | 1 | 75.0% | 0.0% | 50.0% | 25.0% | | |
| SS | 162 | 0 | 3 | 165 | 162 | 1 | 163 | 3 | 3 | 1 | 3 | 2 | 1 | 0 | 1 | 1 | 1 | 33.3% | 0.0% | 66.7% | 66.7% | | |
| TT | 41 | 0 | 3 | 44 | 41 | 3 | 44 | 3 | 3 | 3 | 3 | 0 | 3 | 2 | 1 | 1 | 1 | 100.0% | 66.7% | 0.0% | 66.7% | | |
| UU | 390 | 0 | 2 | 392 | 390 | 1 | 391 | 2 | 2 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 50.0% | 0.0% | 100.0% | 50.0% | | |
| VV | 13 | 0 | 2 | 17 | 13 | 0 | 13 | 2 | 2 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0.0% | 0.0% | 100.0% | 100.0% | | |
| WW | 438 | 0 | 1 | 439 | 438 | 1 | 439 | 1 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 1 | 100.0% | 0.0% | 0.0% | 0.0% | | |
| TOTALS | 12052 | 4210 | 9395 | 43657 | 12052 | 5177 | 35229 | 13605 | 5177 | 13222 | 8428 | 4794 | 3878 | 916 | 1 | 1 | 1 | 38.1% | 29.3% | 63.7% | 90.5% | | |

NOTES:

METHOD OF RECEIPT - indicates method original order was received from CLEC

PROCESSING

Manual Processed Orders - indicates orders received from the CLEC as paper LSRs, process by the LCSC

Manual Process Errors - indicates orders received electronically from the CLEC which had fatal errors and were returned for correction.

Total Manual - total of the two items above

Total Mech - Total orders received electronically via EDI or LENS

LEO Flow - Orders which failed the LEO business rule edits (missing or invalid LSR data) and were returned to the CLEC for correction

LESOG Elig - All orders (both initial, subsequent, and corrected) which are eligible for mechanized order generation.

LESOG Filter - Orders which successfully generated an error free service orders in SOCS

TOTAL SOER Errors - order which failed to generate a service orders due to LESOG or SOER errors

CLEC SOER errors - portion of TOTAL SOER errors due to CLEC data errors

BST SOER errors - portion of TOTAL SOER errors due to BST software errors

% Initial (LEO) rejects = LEO Flow / (Total Mech)

% Data (LESOG) rejects = CLEC SOER Errors / LESOG Elig

"Raw" Flowthrough = LESOG Filter / LESOG Elig

"Adjusted" Flowthrough - projected flowthrough of CLEC orders if CLEC errors are removed
[NOTE: Adjusted Flowthrough is defined as (LESOG Filter + CLEC SOER errors) / (LESOG Elig)]

PERCENT REJECTED SERVICE REQUESTS AND PERCENT FLOW THROUGH SERVICE REQUESTS COMBINED REPORTS
Month to Date Reporting Period 12/01/97 to 12/29/97

| Company | METHOD OF RECEIPT | | | | PROCESSING | | | | | | | | | | TOTAL | | | CLEC | | | BST | | % Initial (LEO) Rejects | % Data (LESOG) Rejects | "Raw" Flowthrough | "Adjusted" Flowthrough |
|---------|-------------------|------|-------|------------|-------------------------|-----------------------|--------------|------------|-----------|------------|-----------|------------|-------------|-------------|--------|-------|--------|--------|--------|--------|-----|--|-------------------------|------------------------|-------------------|------------------------|
| | FAX or MAIL | EDI | LENS | Total LSRs | Manual Processed Orders | Manual Process Errors | Total Manual | Total Mech | LEO FIOut | LESOG Elig | LESOG FTR | SOER Error | SOER Errors | SOER Errors | | | | | | | | | | | | |
| A | 38 | 3278 | 0 | 3316 | 38 | 1259 | 1297 | 3278 | 1259 | 3171 | 2019 | 1152 | 953 | 199 | 38.4% | 30.1% | 63.7% | 90.7% | 63.7% | 90.7% | | | | | | |
| B | 440 | 673 | 1 | 1114 | 440 | 240 | 680 | 674 | 240 | 629 | 434 | 195 | 162 | 33 | 35.6% | 25.8% | 69.0% | 88.4% | 69.0% | 88.4% | | | | | | |
| C | 186 | 14 | 0 | 200 | 186 | 10 | 196 | 14 | 10 | 10 | 4 | 6 | 4 | 2 | 71.4% | 40.0% | 40.0% | 57.1% | 40.0% | 57.1% | | | | | | |
| D | 63 | 3 | 65 | 131 | 63 | 51 | 114 | 68 | 51 | 61 | 17 | 44 | 37 | 7 | 75.0% | 60.7% | 27.9% | 79.4% | 27.9% | 79.4% | | | | | | |
| E | 2843 | 0 | 16956 | 19799 | 2843 | 4868 | 7711 | 16956 | 4868 | 16594 | 12088 | 4506 | 3972 | 534 | 28.7% | 23.9% | 72.8% | 94.7% | 72.8% | 94.7% | | | | | | |
| F | 1400 | 0 | 513 | 1913 | 1400 | 477 | 1877 | 513 | 477 | 402 | 36 | 366 | 325 | 41 | 93.0% | 80.8% | 9.0% | 70.4% | 9.0% | 70.4% | | | | | | |
| G | 242 | 0 | 446 | 688 | 242 | 18 | 260 | 446 | 18 | 445 | 428 | 17 | 14 | 3 | 4.0% | 3.1% | 96.2% | 99.1% | 96.2% | 99.1% | | | | | | |
| H | 702 | 0 | 348 | 1050 | 702 | 230 | 932 | 348 | 230 | 346 | 118 | 228 | 194 | 34 | 66.1% | 56.1% | 34.1% | 89.7% | 34.1% | 89.7% | | | | | | |
| I | 243 | 0 | 272 | 515 | 243 | 96 | 339 | 272 | 96 | 264 | 176 | 88 | 73 | 15 | 35.3% | 27.7% | 66.7% | 91.5% | 66.7% | 91.5% | | | | | | |
| J | 400 | 0 | 194 | 594 | 400 | 168 | 568 | 194 | 168 | 169 | 26 | 143 | 120 | 23 | 86.6% | 71.0% | 15.4% | 75.3% | 15.4% | 75.3% | | | | | | |
| K | 590 | 0 | 150 | 740 | 590 | 125 | 715 | 150 | 125 | 148 | 25 | 123 | 95 | 28 | 83.3% | 64.2% | 16.9% | 80.0% | 16.9% | 80.0% | | | | | | |
| L | 51 | 0 | 112 | 163 | 51 | 110 | 161 | 112 | 110 | 112 | 2 | 110 | 96 | 14 | 98.2% | 85.7% | 1.8% | 87.5% | 1.8% | 87.5% | | | | | | |
| M | 116 | 0 | 72 | 188 | 116 | 69 | 185 | 72 | 69 | 71 | 3 | 68 | 55 | 13 | 95.8% | 77.5% | 4.2% | 80.6% | 4.2% | 80.6% | | | | | | |
| N | 263 | 0 | 54 | 317 | 263 | 51 | 314 | 54 | 51 | 32 | 3 | 29 | 23 | 6 | 94.4% | 71.9% | 9.4% | 48.1% | 9.4% | 48.1% | | | | | | |
| O | 6 | 0 | 33 | 39 | 6 | 29 | 35 | 33 | 29 | 30 | 4 | 26 | 21 | 5 | 87.9% | 70.0% | 13.3% | 75.8% | 13.3% | 75.8% | | | | | | |
| P | 5049 | 0 | 28 | 5077 | 5049 | 23 | 5072 | 28 | 23 | 28 | 5 | 23 | 18 | 5 | 82.1% | 64.3% | 17.9% | 82.1% | 17.9% | 82.1% | | | | | | |
| Q | 13 | 0 | 27 | 40 | 13 | 18 | 31 | 27 | 18 | 27 | 9 | 18 | 14 | 4 | 66.7% | 51.9% | 33.3% | 85.2% | 33.3% | 85.2% | | | | | | |
| R | 1 | 0 | 22 | 23 | 1 | 20 | 21 | 22 | 20 | 19 | 2 | 17 | 13 | 4 | 90.9% | 68.4% | 10.5% | 68.2% | 10.5% | 68.2% | | | | | | |
| S | 6 | 0 | 19 | 25 | 6 | 10 | 16 | 19 | 10 | 19 | 9 | 10 | 8 | 2 | 52.6% | 42.1% | 47.4% | 89.5% | 47.4% | 89.5% | | | | | | |
| T | 10 | 0 | 16 | 26 | 10 | 16 | 26 | 16 | 16 | 16 | 6 | 16 | 13 | 3 | 100.0% | 81.3% | 0.0% | 81.3% | 0.0% | 81.3% | | | | | | |
| U | 379 | 0 | 16 | 395 | 379 | 10 | 389 | 16 | 10 | 8 | 6 | 2 | 1 | 1 | 62.5% | 12.5% | 75.0% | 43.8% | 75.0% | 43.8% | | | | | | |
| V | 77 | 0 | 15 | 92 | 77 | 12 | 89 | 15 | 12 | 15 | 3 | 12 | 10 | 2 | 80.0% | 66.7% | 20.0% | 86.7% | 20.0% | 86.7% | | | | | | |
| W | 0 | 0 | 12 | 12 | 0 | 0 | 0 | 12 | 0 | 12 | 12 | 0 | 0 | 0 | 0.0% | 0.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | | | | |
| X | 2759 | 0 | 12 | 2771 | 2759 | 11 | 2770 | 12 | 11 | 12 | 1 | 11 | 9 | 2 | 91.7% | 75.0% | 8.3% | 83.3% | 8.3% | 83.3% | | | | | | |
| Y | 0 | 0 | 10 | 10 | 0 | 0 | 0 | 10 | 0 | 10 | 10 | 0 | 0 | 0 | 0.0% | 0.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | | | | |
| Z | 7 | 0 | 8 | 15 | 7 | 8 | 15 | 8 | 8 | 8 | 0 | 8 | 6 | 2 | 100.0% | 75.0% | 0.0% | 75.0% | 0.0% | 75.0% | | | | | | |
| AA | 217 | 0 | 8 | 225 | 217 | 8 | 225 | 8 | 8 | 4 | 0 | 4 | 3 | 1 | 100.0% | 75.0% | 0.0% | 37.5% | 0.0% | 37.5% | | | | | | |
| BB | 10 | 0 | 7 | 17 | 10 | 7 | 17 | 7 | 7 | 7 | 0 | 7 | 5 | 2 | 100.0% | 71.4% | 0.0% | 71.4% | 0.0% | 71.4% | | | | | | |
| CC | 4 | 0 | 4 | 8 | 4 | 4 | 8 | 4 | 4 | 3 | 0 | 3 | 2 | 1 | 100.0% | 66.7% | 0.0% | 50.0% | 0.0% | 50.0% | | | | | | |
| DD | 136 | 0 | 4 | 140 | 136 | 3 | 139 | 4 | 3 | 4 | 1 | 3 | 2 | 1 | 75.0% | 50.0% | 25.0% | 75.0% | 25.0% | 75.0% | | | | | | |
| EE | 0 | 0 | 3 | 3 | 0 | 1 | 1 | 3 | 1 | 2 | 2 | 0 | 0 | 0 | 33.3% | 0.0% | 100.0% | 66.7% | 100.0% | 66.7% | | | | | | |
| FF | 12 | 0 | 3 | 15 | 12 | 3 | 15 | 3 | 3 | 3 | 0 | 3 | 2 | 1 | 100.0% | 66.7% | 0.0% | 66.7% | 0.0% | 66.7% | | | | | | |
| GG | 322 | 0 | 3 | 325 | 322 | 3 | 325 | 3 | 3 | 3 | 0 | 3 | 2 | 1 | 100.0% | 66.7% | 0.0% | 66.7% | 0.0% | 66.7% | | | | | | |
| HH | 1302 | 0 | 2 | 1304 | 1302 | 2 | 1304 | 2 | 2 | 2 | 0 | 2 | 1 | 1 | 100.0% | 50.0% | 0.0% | 50.0% | 0.0% | 50.0% | | | | | | |
| II | 12 | 0 | 1 | 13 | 12 | 1 | 13 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | | | | | | |
| JJ | 53 | 0 | 1 | 54 | 53 | 1 | 54 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | | | | | | |
| KK | 330 | 0 | 1 | 331 | 330 | 1 | 331 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 100.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | | | | | | |
| LL | 18282 | 3968 | 19438 | 41688 | 18282 | 7963 | 26245 | 23406 | 7963 | 22689 | 15443 | 7246 | 6253 | 993 | 34.0% | 27.6% | 68.1% | 92.7% | 68.1% | 92.7% | | | | | | |
| TOTALS | 18282 | 3968 | 19438 | 41688 | 18282 | 7963 | 26245 | 23406 | 7963 | 22689 | 15443 | 7246 | 6253 | 993 | 34.0% | 27.6% | 68.1% | 92.7% | 68.1% | 92.7% | | | | | | |

Jwm-1

7mm-1

PERCENT REJECTED SERVICE REQUESTS AND PERCENT FLOW THROUGH SERVICE REQUESTS COMBINED REPORTS

Month to Date

Reporting Period 12/01/97 to 12/29/97

| Company | METHOD OF RECEIPT | | | PROCESSING | | | | | | | | | | TOTAL | | CLEC | | BST | | % Initial | % Data | "Raw" | "Adjusted" |
|---------|-------------------|-----|------|---------------|-------------------------------|-----------------------------|-------|-------|-------|-------------|---------------|----------------|---------------|----------------|----------------|------------------|--------------------|-----|--|-----------|--------|-------------|-------------|
| | FAX or MAIL | EDI | LENS | Total LSRs | Manual Processed Orders | Manual Process Errors | Total | Total | Total | LEO Flow | LESOE Elig | LESOE FIThr | SOER Error | SOER Errors | SOER Errors | (LEO) Rejects | (LESOE) Rejects | | | | | Flowthrough | Flowthrough |

NOTES:

METHOD OF RECEIPT - indicates method original order was received from CLEC

PROCESSING

Manual Processed Orders - indicates orders received from the CLEC as paper LSRs, process by the LCSC

Manual Process Errors - indicates orders received electronically from the CLEC which had fatal errors and were returned for correction.

Total Manual - total of the two items above

Total Mech - Total orders received electronically via EDI or LENS

LEO Flow - Orders which failed the LEO business rule edits (missing or invalid LSR data) and were returned to the CLEC for correction

LESOE Elig - All orders (both initial, subsequent, and corrected) which are eligible for mechanized order generation.

LESOE FIThr - Orders which successfully generated an error free service orders in SOCS

TOTAL SOER Errors - order which failed to generate a service orders due to LESOE or SOER errors

CLEC SOER errors - portion of TOTAL SOER errors due to CLEC data errors

BST SOER errors - portion of TOTAL SOER errors due to BST software errors

% Initial (LEO) rejects = LEO Flow / (Total Mech)

% Data (LESOE) rejects = CLEC SOER Errors / LESOE Elig

"Raw" Flowthrough = LESOE FIThr / LESOE Elig

"Adjusted" flowthrough - projected flowthrough if CLEC orders if CLEC errors are removed

[NOTE: Adjusted flowthrough is defined as (LESOE FIThr + CLEC SOER errors)/(LESOE Elig)]

Jwm-1

LCSC CENTER ELECTRONIC INTERFACE ACTIVITY REPORT
 Month to Date Reporting Period 11/01/97 to 11/30/97

| COMPANY | METHOD OF RECEIPT | | | | PROCESSING | | | | | | | | | | TOTAL | | | CLEC | | | BST | | | Adjusted Flowthrough |
|---------|-------------------|------------|-------|-----------|-------------------------|-------------------------|--------------|------------|-------------|----------------|-----------------|-------------|-------------|-------------|-------|--|--|------|--|--|-----|--|--|----------------------|
| | FAXED LSR | MECHANIZED | | TOTAL LSR | Manual Processed Orders | Manual Processed Errors | Total Manual | Total Mech | LEO FlowOut | LESOG Eligible | LESOG Flow-Thru | SOER Errors | SOER Errors | SOER Errors | | | | | | | | | | |
| | | EDI | WEB | | | | | | | | | | | | | | | | | | | | | |
| A | 69 | 4021 | 1 | 4091 | | | | | | | | | | | | | | | | | | | | |
| B | 422 | 494 | | 916 | | | | | | | | | | | | | | | | | | | | |
| | 1936 | 16 | 7 | 1959 | | | | | | | | | | | | | | | | | | | | |
| | 195 | 6 | | 201 | | | | | | | | | | | | | | | | | | | | |
| E | 184 | 5 | | 189 | | | | | | | | | | | | | | | | | | | | |
| F | 45 | 3 | 49 | 97 | | | | | | | | | | | | | | | | | | | | |
| G | 2843 | | 22204 | 25047 | | | | | | | | | | | | | | | | | | | | |
| H | 1181 | | 526 | 1707 | | | | | | | | | | | | | | | | | | | | |
| I | 460 | | 506 | 966 | | | | | | | | | | | | | | | | | | | | |
| J | 236 | | 395 | 631 | | | | | | | | | | | | | | | | | | | | |
| K | 300 | | 264 | 564 | | | | | | | | | | | | | | | | | | | | |
| L | 78 | | 187 | 265 | | | | | | | | | | | | | | | | | | | | |
| M | 32 | | 132 | 164 | | | | | | | | | | | | | | | | | | | | |
| N | 23 | | 73 | 96 | | | | | | | | | | | | | | | | | | | | |
| O | 3 | | 32 | 35 | | | | | | | | | | | | | | | | | | | | |
| P | 1359 | | 28 | 1387 | | | | | | | | | | | | | | | | | | | | |
| Q | 283 | | 25 | 308 | | | | | | | | | | | | | | | | | | | | |
| R | 0 | | 22 | 22 | | | | | | | | | | | | | | | | | | | | |
| S | 153 | | 22 | 175 | | | | | | | | | | | | | | | | | | | | |
| T | 49 | | 20 | 69 | | | | | | | | | | | | | | | | | | | | |
| U | 16 | | 17 | 33 | | | | | | | | | | | | | | | | | | | | |
| V | 32 | | 16 | 48 | | | | | | | | | | | | | | | | | | | | |
| W | 1442 | | 15 | 1457 | | | | | | | | | | | | | | | | | | | | |
| X | 2 | | 15 | 17 | | | | | | | | | | | | | | | | | | | | |
| Y | 0 | | 14 | 14 | | | | | | | | | | | | | | | | | | | | |
| Z | 630 | | 14 | 644 | | | | | | | | | | | | | | | | | | | | |
| AA | | | 13 | 13 | | | | | | | | | | | | | | | | | | | | |
| BB | 65 | | 12 | 77 | | | | | | | | | | | | | | | | | | | | |
| CC | 8 | | 10 | 18 | | | | | | | | | | | | | | | | | | | | |
| DD | 591 | | 10 | 601 | | | | | | | | | | | | | | | | | | | | |
| EE | 209 | | 9 | 218 | | | | | | | | | | | | | | | | | | | | |
| FF | 35 | | 9 | 44 | | | | | | | | | | | | | | | | | | | | |
| GG | 60 | | 6 | 66 | | | | | | | | | | | | | | | | | | | | |
| HH | 13 | | 6 | 19 | | | | | | | | | | | | | | | | | | | | |
| II | 5403 | | 5 | 5408 | | | | | | | | | | | | | | | | | | | | |
| JJ | 18 | | 4 | 22 | | | | | | | | | | | | | | | | | | | | |
| KK | | | | | | | | | | | | | | | | | | | | | | | | |
| LL | 270 | | 3 | 273 | | | | | | | | | | | | | | | | | | | | |

| COMPANY | METHOD OF RECEIPT | | | PROCESSING | | | | | | | | | | TOTAL | | CLEC | | BST | | Adjusted Flowthrough |
|---------|-------------------|-------------------|-------|--------------|-------------------------------|-------------------------------|-----------------|---------------|--------------|-------------------|--------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-------------------------|
| | FAXED LSR | MECHANIZED EDI | WEB | TOTAL LSR | Manual Processed Orders | Manual Processed Errors | Total Manual | Total Mech | LEO FIOut | LESOG Eligible | LESOG Flow-Thru | SOER Errors | SOER Errors | SOER Errors | SOER Errors | SOER Errors | SOER Errors | SOER Errors | SOER Errors | |
| MM | 13 | | 3 | 16 | 13 | 3 | 16 | 3 | 3 | 2 | 0 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 50.0% |
| NN | 92 | | 2 | 94 | 92 | 2 | 94 | 2 | 2 | 2 | 0 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 50.0% |
| OO | 161 | | 2 | 163 | 161 | 2 | 163 | 2 | 2 | 2 | 0 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0.0% |
| PP | 327 | | 1 | 328 | 327 | 1 | 328 | 1 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100.0% |
| QQ | 709 | | 1 | 710 | 709 | 0 | 709 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 100.0% |
| ? | 0 | | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 94.2% |
| TAL | 19947 | 4545 | 24681 | 49173 | 19947 | 13493 | 33440 | 29226 | 13493 | 28225 | 15733 | 12492.0 | 10842.0 | 1650 | | | | | | |

NOTES:

METHOD OF RECEIPT - Indicates method original order was received from CLEC

PROCESSING

Manual Processed Orders - Indicates orders received from the CLEC as paper LSRs, process by the LCSC

Manual Process Errors - Indicates orders received electronically from the CLEC which had fatal errors and were returned for correction.

Total Manual - total of the two items above

Total Mech - Total orders received electronically via EDI or LENS

LEO FIOut - Orders which failed the LEO business rule edits (missing or invalid LSR data) and were returned to the CLEC for correction

LESOG Elig - All orders (both initial, subsequent, and corrected) which are eligible for mechanized order generation.

LESOG FIThr - Orders which successfully generated an error free service orders in SOCS

TOTAL SOER Errors - order which failed to generate a service orders due to LESOG or SOER errors

CLEC SOER errors - portion of TOTAL SOER errors due to CLEC data errors

BST SOER errors - portion of TOTAL SOER errors due to BST software errors

Adjusted flowthrough - projected flowthrough of CLEC orders if CLEC errors are removed

[NOTE: Adjusted flowthrough is defined as (LESOG FIThr + CLEC SOER errors)/(LESOG Elig)]

BellSouth Telecommunications, Inc.

Kentucky

EXHIBIT WNS-3

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LSR FLOW THRU REPORT

SEPTEMBER

| CLEC | ELIGIBLE LSRS | TOTAL ERRORS | | ORDER FLOW THRU | | CLEC CAUSED INPUT ERRORS * | |
|-------|------------------|--------------|------|-----------------|------|-------------------------------|-----------------------|
| | | # | % | # | % | ADJ. ERROR VOLUME | ADJUSTED FLOW-THRU |
| A | 201 | 106 | 53% | 95 | 47% | 143 | 71% |
| B | 1 | 0 | 0% | 1 | 100% | 1 | 100% |
| C | 223 | 75 | 34% | 148 | 66% | 182 | 82% |
| D | 1 | 1 | 100% | 0 | 0% | 0 | 46% |
| E | 42 | 34 | 81% | 8 | 19% | 23 | 56% |
| F | 13 | 12 | 92% | 1 | 8% | 6 | 50% |
| G | 10 | 9 | 90% | 1 | 10% | 5 | 51% |
| H | 1 | 1 | 100% | 0 | 0% | 0 | 46% |
| I | 540 | 496 | 92% | 44 | 8% | 270 | 50% |
| J | 175 | 126 | 72% | 49 | 28% | 106 | 61% |
| K | 120 | 82 | 68% | 38 | 32% | 75 | 63% |
| L | 2 | 1 | 50% | 1 | 50% | 1 | 73% |
| M | 5192 | 2112 | 41% | 3080 | 59% | 4041 | 78% |
| N | 77 | 24 | 31% | 53 | 69% | 64 | 83% |
| O | 7 | 4 | 57% | 3 | 43% | 5 | 69% |
| P | 3 | 2 | 67% | 1 | 33% | 2 | 64% |
| Q | 23 | 11 | 48% | 12 | 52% | 17 | 74% |
| R | 3 | 3 | 100% | 0 | 0% | 1 | 46% |
| S | 310 | 169 | 55% | 141 | 45% | 218 | 70% |
| T | 10 | 0 | 0% | 10 | 100% | 10 | 100% |
| U | 43 | 31 | 72% | 12 | 28% | 26 | 61% |
| V | 5 | 1 | 20% | 4 | 80% | 4 | 89% |
| W | 3 | 2 | 67% | 1 | 33% | 2 | 64% |
| X | 46 | 37 | 80% | 9 | 20% | 26 | 56% |
| Y | 9086 | 6448 | 71% | 2638 | 29% | 5572 | 61% |
| Z | 9 | 8 | 89% | 1 | 11% | 5 | 52% |
| AA | 3 | 0 | 0% | 3 | 100% | 3 | 100% |
| Total | 16149 | 9795 | 61% | 6354 | 39% | 10811 | 67% |

* Based on Sept. SOER error analysis of the total SOER errors,
45.5% were attributable CLEC input errors.

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BellSouth Telecommunications, Inc.

Kentucky

EXHIBIT WNS-3

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LSR FLOW THRU REPORT

AUGUST

| CLEC | ELIGIBLE LSRS | TOTAL ERRORS | | ORDER FLOW THRU | | CLEC CAUSED INPUT ERRORS * | |
|-------|------------------|--------------|------|-----------------|------|-------------------------------|-----------------------|
| | | # | % | # | % | ADJ. ERROR VOLUME | ADJUSTED FLOW-THRU |
| A | 31 | 18 | 58% | 13 | 42% | 29 | 92% |
| C | 20 | 18 | 90% | 2 | 10% | 18 | 88% |
| M | 1352 | 1065 | 79% | 287 | 21% | 1214 | 90% |
| N | 214 | 192 | 90% | 22 | 10% | 189 | 88% |
| D | 122 | 75 | 61% | 47 | 39% | 112 | 92% |
| O | 33 | 33 | 100% | 0 | 0% | 29 | 87% |
| E | 94 | 90 | 96% | 4 | 4% | 82 | 88% |
| Y | 16 | 16 | 100% | 0 | 0% | 14 | 87% |
| F | 5061 | 2937 | 58% | 2124 | 42% | 4679 | 92% |
| G | 28 | 22 | 79% | 6 | 21% | 25 | 90% |
| P | 1 | 1 | 100% | 0 | 0% | 1 | 87% |
| Q | 1 | 1 | 100% | 0 | 0% | 1 | 87% |
| R | 12 | 12 | 100% | 0 | 0% | 10 | 87% |
| I | 1 | 0 | 0% | 1 | 100% | 1 | 100% |
| S | 2 | 2 | 100% | 0 | 0% | 2 | 87% |
| T | 214 | 162 | 76% | 52 | 24% | 193 | 90% |
| U | 46 | 35 | 76% | 11 | 24% | 41 | 90% |
| J | 8 | 2 | 25% | 6 | 75% | 8 | 97% |
| V | 2 | 2 | 100% | 0 | 0% | 2 | 87% |
| W | 7 | 3 | 43% | 4 | 57% | 7 | 94% |
| K | 1010 | 798 | 79% | 212 | 21% | 906 | 90% |
| X | 2 | 2 | 100% | 0 | 0% | 2 | 87% |
| Total | 8277 | 5486 | 66% | 2791 | 34% | 7564 | 91% |

* Based on August SOER error analysis, of the total SOER errors,
87% were attributable CLEC input errors.

BellSouth Telecommunications, Inc.

Kentucky

Exhibit WNS-3

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LSR FLOW THRU REPORT

JULY

| CLEC | ELIGIBLE LSRS | TOTAL ERRORS | | ORDER FLOW THRU | | CLEC CAUSED INPUT ERRORS * | |
|-------|------------------|--------------|------|-----------------|------|-------------------------------|-----------------------|
| | | # | % | # | % | ADJ. ERROR VOLUME | ADJUSTED FLOW-THRU |
| A | 14 | 14 | 100% | 0 | 0% | 7 | 50% |
| B | 4 | 3 | 75% | 1 | 25% | 3 | 75% |
| C | 5 | 5 | 100% | 0 | 0% | 3 | 60% |
| D | 260 | 211 | 81% | 78 | 30% | 184 | 71% |
| E | 12 | 4 | 33% | 0 | 0% | 2 | 17% |
| F | 1021 | 619 | 61% | 256 | 25% | 566 | 55% |
| G | 23 | 15 | 65% | 7 | 30% | 15 | 65% |
| H | 1 | 0 | 0% | 0 | 0% | 0 | 0% |
| I | 5 | 5 | 100% | 5 | 100% | 8 | 160% |
| J | 4 | 3 | 75% | 2 | 50% | 4 | 100% |
| K | 56 | 40 | 71% | 0 | 0% | 20 | 36% |
| L | 16 | 10 | 63% | 1 | 6% | 6 | 38% |
| Total | 1421 | 929 | 65% | 350 | 25% | 818 | 58% |

* Based on July SOER error analysis, of the total SOER errors,
50% were attributable CLEC input errors.

ERROR TYPES FOR NOVEMBER FLOW-THROUGH TEST

| | | |
|--|------|---------|
| Total CLEC Errors | 1297 | 100.00% |
| SOER "Order Error" | 588 | 45.34% |
| RSAG | 347 | 26.75% |
| Other | 128 | 9.87% |
| BTN # format | 66 | 5.09% |
| USOC NOT VALID IN THIS STATE | 45 | 3.47% |
| 0100 CLASS OF SERVICE INVALID | 35 | 2.70% |
| 0999 FEATURE NOT FOUND IN TABLE : SEQ1X | | |
| 0999 FREEZE CODE IS INVALID; CHECK PCA FID0999 | | |
| MATCH IN CSR SA " AND LSR HOUSENUM '1446' WAS | | |
| NOT FOUND IN DUPLICATE CUSTOMER | 33 | 2.54% |
| DUPLICATE LSR NOT LOADED | 25 | 1.93% |
| 0167 INTERVAL BETWEEN DATE RECIEVED AND DDD | | |
| EQUALS ZERO : DSAP DID NOT VALDATE DATE, | | |
| PERFORM MANUALLY | 16 | 1.23% |
| 0107 TELEPHONE NUMBER NOT FOUND IN CRIS | | |
| BOE001 REQUESTED TELEPHONE NUMBER NOT | | |
| FOUND POFS | 8 | 0.62% |
| 0158 CFN NOT VALID FORMAT : NO CFN/INTEG | | |
| COMBINATION IN COFFI | 6 | 0.46% |

| | | |
|---|-----|---------|
| Total BST Errors | 250 | 100.00% |
| 0162 USOC NOT VALID FOR SWITCH TYPE : BCR | 77 | 30.80% |
| SOER "Order Error" | 38 | 15.20% |
| 0999 ERROR : INSUFFICIENT END USER BILLING INFO | 18 | 7.20% |
| 0184 USOC NOT VALID IN THIS STATE : CREX10999 E | 14 | 5.60% |
| 0999 FEATURE NOT FOUND IN TABLE : 1FR, SEQ1X | 13 | 5.20% |
| 0107 TELEPHONE NUMBER NOT FOUND IN CRIS BOE0 | 11 | 4.40% |
| 0100 CLASS OF SERVICE INVALID, NOT MECHANIZED | 9 | 3.60% |
| Other | 70 | 28.00% |

**BELLSOUTH
OPERATIONAL SUPPORT SYSTEM
FLOW THROUGH TEST RESULTS**

Jwm - 2B

Exhibit WNS-4b

Page 1 of 2

| SUMMARY | 11/18/97 | | | 11/20/97 | | | Total | | | |
|-----------------------------|----------|------------|----------|------------|------------|----------|------------|--------|--------|--------|
| | Raw | Adjustment | Adjusted | Raw | Adjustment | Adjusted | | | | |
| Total LSRs received | 2,086 | | 2,086 | 1,358 | | 1,358 | 3,444 | | | |
| Total Errors | 1,166 | | 1,166 | 707 | | 707 | 1,873 | | | |
| CLEC errors | 807 | 84.50% | 178 | 490 | 82.77% | 95 | 585 | 1,570 | | |
| BST Errors | 148 | 15.50% | 33 | 102 | 17.23% | 20 | 122 | 303 | | |
| N/A | 211 | | 0 | 115 | | 0 | 0 | 0 | | |
| LSRs Submitted through: | | Percentage | Errors | Percentage | Percentage | Errors | Percentage | Errors | Errors | |
| WEB | 1,717 | 82.31% | 921 | 53.64% | 1,217 | 89.62% | 611 | 50.21% | 1,532 | 52.22% |
| EDI | 369 | 17.69% | 245 | 66.40% | 141 | 10.38% | 101 | 71.63% | 346 | 67.84% |
| TOTAL | | | | | | | | | | |
| Flow Through | A | B | C | D | E | F | G | H | Other | Total |
| LSRs received | 461 | 1 | 2696 | 0 | 47 | 42 | 39 | 80 | 78 | 3444 |
| Errors | 302 | 1 | 1383 | 0 | 40 | 15 | 33 | 37 | 62 | 1873 |
| Raw Flow Through | 159 | 0 | 1313 | 0 | 7 | 27 | 6 | 43 | 16 | 1571 |
| Raw Flow Through% | 34.49% | 0.00% | 48.70% | 0.00% | 14.89% | 64.29% | 15.38% | 53.75% | 20.51% | 45.62% |
| Adjusted CLEC Errors | 250 | 0 | 1219 | 0 | 14 | 13 | 19 | 10 | 36 | 1570 |
| CLEC Errors% | 82.78% | 0.00% | 88.14% | 0.00% | 35.00% | 86.67% | 57.58% | 27.03% | 58.06% | 83.82% |
| Adjusted Flow Through | 409 | 0 | 2532 | 0 | 21 | 40 | 25 | 53 | 52 | 3141 |
| Adjusted Flow Through% | 88.72% | 0.00% | 93.92% | 0.00% | 44.68% | 95.24% | 64.10% | 66.25% | 66.67% | 91.20% |
| WEB | 0 | 1 | 2696 | 0 | 0 | 42 | 39 | 80 | 76 | 2934 |
| EDI | 461 | 0 | 0 | 0 | 47 | 0 | 0 | 0 | 2 | 510 |
| N/A allocation calculation. | | | | | | | | | | |
| CLEC Errors | 163 | 0 | 1064 | 0 | 9 | 8 | 18 | 9 | 26 | 1297 |
| BST Errors | 34 | 0 | 143 | 0 | 17 | 1 | 13 | 23 | 19 | 250 |
| CLEC Errors% | 82.74% | 0.00% | 88.15% | 0.00% | 34.62% | 88.89% | 58.06% | 28.13% | 57.78% | 83.84% |
| BST Errors% | 17.26% | 0.00% | 11.85% | 0.00% | 65.38% | 11.11% | 41.94% | 71.88% | 42.22% | 16.16% |
| N/A | 105 | 1 | 176 | 0 | 14 | 6 | 2 | 5 | 17 | 326 |
| N/A allocated to CLEC | 87 | 0 | 155 | 0 | 5 | 5 | 1 | 1 | 10 | 273 |
| Adjusted CLEC Errors | 250 | 0 | 1219 | 0 | 14 | 13 | 19 | 10 | 36 | 1570 |

**BELLSOUTH
OPERATIONAL SUPPORT SYSTEM
FLOW THROUGH TEST RESULTS**

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Exhibit WNS-4b
Page 2 of 2

| 11/18/97 | | | | | | | | | | |
|------------------------|--------|-------|--------|-------|--------|--------|--------|---------|--------|--------|
| Flow Through | A | B | C | D | E | F | G | H | Other | Total |
| LSRs received | 351 | 1 | 1610 | 0 | 18 | 21 | 25 | 24 | 36 | 2086 |
| Errors | 232 | 1 | 857 | 0 | 13 | 9 | 22 | 4 | 28 | 1166 |
| Raw Flow Through | 119 | 0 | 753 | 0 | 5 | 12 | 3 | 20 | 8 | 920 |
| Raw Flow Through% | 33.90% | 0.00% | 46.77% | 0.00% | 27.78% | 57.14% | 12.00% | 83.33% | 22.22% | 44.10% |
| Adjusted CLEC Errors | 185 | 0 | 760 | 0 | 3 | 6 | 8 | 4 | 9 | 985 |
| CLEC Errors% | 79.74% | 0.00% | 88.68% | 0.00% | 23.08% | 66.67% | 36.36% | 100.00% | 32.14% | 84.48% |
| Adjusted Flow Through | 304 | 0 | 1513 | 0 | 8 | 18 | 11 | 24 | 17 | 1905 |
| Adjusted Flow Through% | 86.61% | 0.00% | 93.98% | 0.00% | 44.44% | 85.71% | 44.00% | 100.00% | 47.22% | 91.32% |
| WEB | 0 | 1 | 1610 | 0 | 0 | 21 | 25 | 24 | 36 | 1717 |
| EDI | 351 | 0 | 0 | 0 | 18 | 0 | 0 | 0 | 0 | 369 |

N/A allocation calculation.

| | | | | | | | | | | |
|-----------------------|--------|-------|--------|-------|--------|--------|--------|---------|--------|--------|
| CLEC Errors | 113 | 0 | 675 | 0 | 2 | 2 | 7 | 2 | 6 | 807 |
| BST Errors | 29 | 0 | 86 | 0 | 6 | 1 | 13 | 0 | 13 | 148 |
| CLEC Errors% | 79.58% | 0.00% | 88.70% | 0.00% | 25.00% | 66.67% | 35.00% | 100.00% | 31.58% | 84.50% |
| BST Errors% | 20.42% | 0.00% | 11.30% | 0.00% | 75.00% | 33.33% | 65.00% | 0.00% | 68.42% | 15.50% |
| N/A | 90 | 1 | 96 | 0 | 5 | 6 | 2 | 2 | 9 | 211 |
| N/A allocated to CLEC | 72 | 0 | 85 | 0 | 1 | 4 | 1 | 2 | 3 | 178 |
| Adjusted CLEC Errors | 185 | 0 | 760 | 0 | 3 | 6 | 8 | 4 | 9 | 985 |

| 11/20/97 | | | | | | | | | | |
|------------------------|--------|-------|--------|-------|--------|---------|---------|--------|--------|--------|
| Flow Through | A | B | C | D | E | F | G | H | Other | Total |
| LSRs received | 110 | 0 | 1086 | 0 | 29 | 21 | 14 | 56 | 42 | 1358 |
| Errors | 70 | 0 | 526 | 0 | 27 | 6 | 11 | 33 | 34 | 707 |
| Raw Flow Through | 40 | 0 | 560 | 0 | 2 | 15 | 3 | 23 | 8 | 651 |
| Raw Flow Through% | 36.36% | 0.00% | 51.57% | 0.00% | 6.90% | 71.43% | 21.43% | 41.07% | 19.05% | 47.94% |
| Adjusted CLEC Errors | 64 | 0 | 459 | 0 | 11 | 6 | 11 | 8 | 26 | 585 |
| CLEC Errors% | 91.43% | 0.00% | 87.26% | 0.00% | 40.74% | 100.00% | 100.00% | 24.24% | 76.47% | 82.74% |
| Adjusted Flow Through | 104 | 0 | 1019 | 0 | 13 | 21 | 14 | 31 | 34 | 1236 |
| Adjusted Flow Through% | 94.55% | 0.00% | 93.83% | 0.00% | 44.83% | 100.00% | 100.00% | 55.36% | 80.95% | 91.02% |
| WEB | 0 | 0 | 1086 | 0 | 0 | 21 | 14 | 56 | 40 | 1217 |
| EDI | 110 | 0 | 0 | 0 | 29 | 0 | 0 | 0 | 2 | 141 |

N/A allocation calculation.

| | | | | | | | | | | |
|-----------------------|--------|-------|--------|-------|--------|---------|---------|--------|--------|--------|
| CLEC Errors | 50 | 0 | 389 | 0 | 7 | 6 | 11 | 7 | 20 | 490 |
| BST Errors | 5 | 0 | 57 | 0 | 11 | 0 | 0 | 23 | 6 | 102 |
| CLEC Errors% | 90.91% | 0.00% | 87.22% | 0.00% | 38.89% | 100.00% | 100.00% | 23.33% | 76.92% | 82.77% |
| BST Errors% | 9.09% | 0.00% | 12.78% | 0.00% | 61.11% | 0.00% | 0.00% | 76.67% | 23.08% | 17.23% |
| N/A | 15 | 0 | 80 | 0 | 9 | 0 | 0 | 3 | 8 | 115 |
| N/A allocated to CLEC | 14 | 0 | 70 | 0 | 4 | 0 | 0 | 1 | 6 | 95 |
| Adjusted CLEC Errors | 64 | 0 | 459 | 0 | 11 | 6 | 11 | 8 | 26 | 585 |

NOTES: N/A's are errors that had cleared from the SOCS system before they could be reviewed to determine the cause of the error. These errors will be allocated based on the percentage of CLEC to BellSouth caused errors.

JWM-2C

BELLSOUTH OSS TEST RESULTS AND COMPARISON OF SEPTEMBER TO NOVEMBER
Exhibit WNS-4c
Page 1 of 1

| SUMMARY | Nov. 18 & 20 | | | Sep. 3 | |
|-------------------------|--------------|------------|----------|----------|-----|
| | Raw | Adjustment | Adjusted | Data | |
| Total LSRs received | 3,444 | | 3,444 | 592 | |
| Total Errors | 1,873 | | 1,873 | 393 | |
| CLEC errors | 1,297 | 83.84% | 273 | 198 | |
| BST Errors | 250 | 16.16% | 53 | 195 | |
| N/A | 326 | | 0 | 0 | |
| LSRs Submitted through: | | Percentage | Errors | Errors % | |
| WEB | 2934 | 85.19% | 1,532 | 52.22% | N/A |
| EDI | 510 | 14.81% | 346 | 67.84% | N/A |

November 18 & 20, 1997

| Flow Through | A | B | C | D | E | F | G | H | Other | Total |
|------------------------|--------|-------|--------|-------|--------|--------|--------|--------|--------|--------|
| LSRs received | 461 | 1 | 2696 | 0 | 47 | 42 | 39 | 80 | 78 | 3444 |
| Errors | 302 | 1 | 1383 | 0 | 40 | 15 | 33 | 37 | 62 | 1873 |
| Raw Flow Through | 159 | 0 | 1313 | 0 | 7 | 27 | 6 | 43 | 16 | 1571 |
| Raw Flow Through% | 34.49% | 0.00% | 48.70% | 0.00% | 14.89% | 64.29% | 15.38% | 53.75% | 20.51% | 45.62% |
| Adjusted CLEC Errors | 250 | 0 | 1219 | 0 | 14 | 13 | 19 | 10 | 36 | 1570 |
| CLEC Errors% | 82.78% | 0.00% | 88.14% | 0.00% | 35.00% | 86.67% | 57.58% | 27.03% | 58.06% | 83.82% |
| Adjusted Flow Through | 409 | 0 | 2532 | 0 | 21 | 40 | 25 | 53 | 52 | 3141 |
| Adjusted Flow Through% | 88.72% | 0.00% | 93.92% | 0.00% | 44.68% | 95.24% | 64.10% | 66.25% | 66.67% | 91.20% |
| WEB | 0 | 1 | 2696 | 0 | 0 | 42 | 39 | 80 | 76 | 2934 |
| EDI | 461 | 0 | 0 | 0 | 47 | 0 | 0 | 0 | 2 | 510 |

N/A allocation calculation.

| | | | | | | | | | | |
|-----------------------|--------|-------|--------|-------|--------|--------|--------|--------|--------|--------|
| CLEC Errors | 163 | 0 | 1064 | 0 | 9 | 8 | 18 | 9 | 26 | 1297 |
| BST Errors | 34 | 0 | 143 | 0 | 17 | 1 | 13 | 23 | 19 | 250 |
| CLEC Errors% | 82.74% | 0.00% | 88.15% | 0.00% | 34.62% | 88.89% | 58.06% | 28.13% | 57.78% | 83.84% |
| BST Errors% | 17.26% | 0.00% | 11.85% | 0.00% | 65.38% | 11.11% | 41.94% | 71.88% | 42.22% | 16.16% |
| N/A | 105 | 1 | 176 | 0 | 14 | 6 | 2 | 5 | 17 | 326 |
| N/A allocated to CLEC | 87 | 0 | 155 | 0 | 5 | 5 | 1 | 1 | 10 | 273 |
| Adjusted CLEC Errors | 250 | 0 | 1219 | 0 | 14 | 13 | 19 | 10 | 36 | 1570 |

NOTES: N/A's are errors that had cleared from the SOCS system before they could be reviewed to determine the cause of the error. These errors will be allocated based on the percentage of CLEC to BellSouth caused errors.

| Sep. 3, 1997 | A | B | C | Other | Total |
|------------------------|--------|--------|--------|--------|--------|
| LSRs received | 239 | 19 | 281 | 33 | 592 |
| Errors | 117 | 16 | 229 | 31 | 393 |
| Raw Flow Through | 142 | 3 | 52 | 2 | 199 |
| Raw Flow Through% | 54.83% | 15.79% | 18.51% | 6.06% | 33.61% |
| Adjusted CLEC Errors | 98 | 7 | 67 | 27 | 199 |
| CLEC Errors% | 83.76% | 43.75% | 29.26% | 87.10% | 50.64% |
| Adjusted Flow Through | 240 | 10 | 119 | 29 | 398 |
| Adjusted Flow Through% | 92.66% | 52.63% | 42.35% | 87.88% | 67.23% |
| WEB | N/A | N/A | N/A | N/A | N/A |
| EDI | N/A | N/A | N/A | N/A | N/A |

N/A allocation calculation.

| | | | | | |
|-----------------------|--------|--------|--------|--------|--------|
| CLEC Errors | 98 | 7 | 67 | 27 | 199 |
| BST Errors | 19 | 9 | 143 | 19 | 190 |
| CLEC Errors% | 83.76% | 43.75% | 29.26% | 87.10% | 50.64% |
| BST Errors% | 16.24% | 56.25% | 62.45% | 61.29% | 48.35% |
| N/A | 0 | 0 | 0 | 0 | 0 |
| N/A allocated to CLEC | 0 | 0 | 0 | 0 | 0 |
| Adjusted CLEC Errors | 98 | 7 | 67 | 27 | 199 |

BellSouth Telecommunications, Inc.
TRA Docket 97-00309
CAD's First Data Requests
Item No. 32
Supplemental Response
Page 1 of 1

- REQUEST:
- (a) Admit or deny that if a customer being served under a contract service arrangement elects (prior to expiration of the contract) to receive service from a competitive carrier under a resale arrangement, BellSouth will not consider the contract service arrangement terminated by the customer, but will continue to provide the service in the exact same fashion with no changes in quality or level of service.
 - (b) If 32(a) is denied provide a complete explanation why this would not violate the provisions of the Telecommunications Act of 1996 and the Tennessee Regulatory Authority's in Docket 96-01331.

- RESPONSE:
- (a) Admitted, provided that the reseller agrees in writing to assume all contractual obligations in the contract service arrangement, including termination liability. In addition, the reseller must agree to pay a transfer fee to cover administrative expenses associated with the transfer of service.
 - (b) n/a

CERTIFICATE OF SERVICE

I hereby certify that on March 24, 1998, a copy of the foregoing document was served on the parties of record, via US Mail, addressed as follows:

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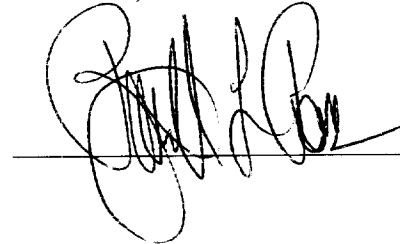
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A handwritten signature in black ink, appearing to read 'Donald L. Scholes', is written over a horizontal line.